

Pam Hintz
651.621.8535 – Direct
PHintz@otcpas.com



Depend on Our People. Count on Our Advice.SM

June 15, 2017

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

ATTENTION: WIRELINE COMPETITION BUREAU

RE: Form 481 ETC filing pursuant to Sections 54.313 and 54.422
SAC 330889, WI, Hager Telecom, Inc.
Connect America Fund WC Dockets 10-90, 11-42 and 14-58

Dear Secretary Dortch:

Pursuant to Sections 54.313 and 54.422 of the Commission's Rules, please accept the attached FCC Form 481 of Hager Telecom, Inc., WI, SAC 330889 (the "Company") for filing with the Commission.

The Company is filing the attached redacted version via ECFS.

Kindly direct any questions regarding this transmittal to the undersigned. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Pamela Hintz'.

Pamela Hintz
Senior Telecommunications Consultant
phintz@otcpas.com
(651) 621-8535

Enclosures

<010>	Study Area Code	330889
<015>	Study Area Name	HAGER TELECOM INC.
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	PAMELA HINTZ
<035>	Contact Telephone Number: Number of the person identified in data line <030>	6516218535 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	phintz@otcpas.com
Form Type		54.313 and 54.422

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FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<210> For the prior calendar year, were there any reportable voice service outages? No

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**(300) Unfulfilled Service Request
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	330889
<015>	Study Area Name	HAGER TELECOM INC.
<020>	Program Year	2018
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<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218535 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otepas.com

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330889
<015>	Study Area Name	HAGER TELECOM INC.
<020>	Program Year	2018
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<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218535 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 0
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
330889WI510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form	FCC Form 482 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330889
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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	330889WI610.pdf

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[illegible]

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FCC Form 481
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[illegible]

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com
<810>	Reporting Carrier	Hager Telecom Incorporated
<811>	Holding Company	Rural Communications Holding Corporation
<812>	Operating Company	Hager Telecom Incorporated

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**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481
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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 330889WI1010.pdf

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 330889WI1030.pdf

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

330889WI1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|---|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2005) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2011>	3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2022>	Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2024A>	Round 2 Recipient of Incremental Support?	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	<div style="border: 1px solid black; width: 200px; height: 60px; margin: 0 auto;"></div>
<2024B>	Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; width: 200px; height: 60px; margin: 0 auto;"></div>
<2025A>	Round 2 Recipient of Incremental Support?	<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	Name of Attached Document Listing Required Information	<div style="border: 1px solid black; width: 200px; height: 60px; margin: 0 auto;"></div>
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

(3005) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330889
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Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	Yes - Attach Certification	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}	330889WI3010.pdf	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input type="radio"/> <input checked="" type="radio"/>
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input checked="" type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		<input checked="" type="checkbox"/>
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	330889WI3026.pdf

REDACTED - FOR PUBLIC INSPECTION

(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends



(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
--	--	--

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Olsen Thielen</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Olsen Thielen
Name of Reporting Carrier:	HAGER TELECOM INC.
Signature of Authorized Officer:	CERTIFIED ONLINE
	Date: 06/13/2017
Printed name of Authorized Officer:	William Eckles
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	5075263252 ext.
Study Area Code of Reporting Carrier:	330889
	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	HAGER TELECOM INC.
Name of Authorized Agent Firm:	Olsen Thielen
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE
	Date: 06/07/2017
Name of Authorized Agent Employee:	Olsen Thielen
Title or position of Authorized Agent or Employee of Agent	Consultant
Telephone number of Authorized Agent or Employee of Agent:	6516218511 ext.
Study Area Code of Reporting Carrier:	330889
	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

REDACTED - FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

REDACTED - FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	PAMELA HINTZ
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218535 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

[illegible]

REDACTED - FOR PUBLIC INSPECTION

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	330889
<015>	Study Area Name	HAGER TELECOM INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	PAMELA HINTZ
<035>	Contact Telephone Number - Number of person identified in data line <030>	6516218535 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	phintz@otcpas.com

<810>	Reporting Carrier	Hager Telecom Incorporated
<811>	Holding Company	Rural Communications Holding Corporation
<812>	Operating Company	Hager Telecom Incorporated

[illegible]

SAC: 330889

State: Wisconsin

Hager Telecom Inc

Form 481 Line No.: 510 Compliance with Service Quality Standards and Consumer Protection

As required by the Wisconsin Public Service Commission (PSC) Chapter 165 Rules, the local services provided by Hager Telecom Inc are provided under internal company operating procedures and publicly available tariffs which are in compliance with applicable Wisconsin PSC orders and rules including:

WI Chapter PSC 165 STANDARDS FOR TELECOMMUNICATIONS SERVICE

165.010	General.	165.067	Interference with public service structures.
165.020	Definitions.	165.070	Provision for testing.
165.031	Retention of records.	165.071	Meter and recording equipment test facilities.
165.032	Schedules to be filed with the commission.	165.072	Accuracy requirements.
165.033	Exchange area boundaries.	165.073	Initial test.
165.034	Utility accidents and interruptions.	165.074	As-found tests.
165.040	Meter reading records.	165.075	Routine tests.
165.041	Meter reading interval.	165.076	Request tests.
165.042	Billing recording equipment.	165.077	Referee tests.
165.043	Information available to customers.	165.078	Test records.
165.050	Customer billing.	165.082	Traffic and operator rules.
165.051	Deposits.	165.083	Answering time objectives.
165.052	Disconnection and refusal of service.	165.084	Dial service objectives.
165.0525	Deferred payment agreement.	165.085	Interoffice trunks.
165.053	Customer complaints.	165.086	Transmission requirements.
165.0535	Dispute procedures.	165.087	Minimum transmission objectives.
165.054	Held applications.	165.088	Public telephone service.
165.055	Directories.	165.089	Interruptions of service.
165.060	Construction.	165.090	Protective measures.
165.061	Maintenance of plant and equipment.	165.091	Safety program.
165.062	Line fills.		
165.063	Central office equipment.		
165.064	Interconnection service standards.		
165.065	Emergency operation.		
165.066	Protection of utility facilities.		

SAC: 330889

State: Wisconsin

Hager Telecom Inc.

Form 481 Line No: 610 Description of Functionality in Emergency Situations

Hager Telecom Inc. pursuant to Wisconsin Public Service Commission rule "165.065 Emergency Operation" has:

- Established reasonable provisions to meet emergencies resulting from national security requirements, failures of lighting or power service, sudden and prolonged increases in traffic, illness or personnel, or from fire, storm, or similar emergencies. These provisions meet or exceed the rule requirement to provide:
 - Back up battery service in each central office.
 - Mobile power units that can be delivered on short notice and can be readily connected in offices without installed emergency power facilities.
- Informed employees as to procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of telecommunications service, including rerouting of traffic around damaged facilities and the deployment of emergency power.

REDACTED - FOR PUBLIC INSPECTION

SAC: 330889

State: WI

Hager Telecom Inc

Form 481 Line No. 1010 Descriptive document for Voice Services Rate Comparability

Line 1010 – Description of Voice Services Rate Comparability: Provide a detailed description of how your pricing of fixed voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as published annually by the Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(10).

On February 14, 2017, the Wireline Competition Bureau announced results of the Urban Rate Survey for Voice Services as part of FCC Public Notice DA 17-167. Referenced in this public notice are the results required to meet the rate comparability as noted:

“Based on the survey results, the reasonable comparability benchmark for voice services is \$49.51.³

³ Id. at 17694, para. 84.”

As required Hager Telecom Inc hereby certifies that its current fixed voice services for residential subscribers as defined in the USF/ICC Transformation Order is below \$49.51.

REDACTED - FOR PUBLIC INSPECTION

SAC: 330889

State: WI

Hager Telecom Inc.

Form 481 Line No. 1030 Descriptive document for Broadband Service Rate Comparability

Line 1030 – Description of Broadband Service Rate Comparability: Provide a detailed description of how your pricing of a Broadband service meeting the Commission's Public Interest Obligations is no more than the applicable benchmark, as published annually by the Wireline Competition Bureau, pursuant to 47 C.F.R. § 54.313(a)(12).

On February 14, 2017, the Wireline Competition Bureau announced the results of the Urban Rate Survey for Broadband Service as part of FCC Public Notice DA 17-167. Referenced in this public notice are the results required to meet the rate comparability as noted:

Based on the survey results, the reasonable comparability benchmark calculations for broadband services can be calculated at <http://www.fcc.gov/encyclopedia/urban-rate-survey-data>.

As required Hager Telecom Inc. hereby certifies that it offers a Broadband service to residential subscribers at pricing that is no more than the applicable benchmark rate.

+

SAC: 330889
 State: Wisconsin
 Hager Telecom Inc.
 Form 481 Line No.: 1210 Terms and Conditions of Voice Telephony Lifeline

Hager Telecom Inc. offers Lifeline Service credit according to basic service requirements listed in Wisconsin Administrative Code 160.03 and 160.04:

PSC 160.03 Essential telecommunications services.

- 1) "Essential telecommunications services" means all the following:
 - (a) "911" means a service that permits a telecommunications user to use the three-digit code '911,' to access emergency services through a public safety answering point operated by a local government.
 - (b) "Directory assistance" means a service that includes making available to customers, upon request, information contained in directory listings, such as customer address and telephone number.
 - (c) "Dual tone multi-frequency" means a method of signaling that facilitates the transportation of signaling through the network, shortening call set-up time (a/k/a touch tone).
 - (d) "Emergency services" includes services, such as 911 and enhanced 911, provided by local governments or other public safety organizations.
 - (e) "Enhanced 911" means 911 service that includes the ability to provide automatic numbering information, which enables the public safety answering point to call back if the call is disconnected, and automatic location information, which permits emergency service providers to identify the geographic location of the calling party.
 - (f) "Interexchange service" means the use of the loop, as well as that portion of the switch that is paid for by the end user, or the functional equivalent of these network elements in the case of a wireless provider, necessary to access an interexchange provider's network.
 - (g) "Local usage" means an amount of exchange service, prescribed by the commission, provided free of charge to end users.
 - (h) "Operator services" means any automatic or live assistance to a customer to

arrange for billing or completion, or both, of a telephone call.

- (i) "Single-party service" means telecommunications service that permits users to have exclusive use of a landline subscriber loop or access line for each call placed, or, in the case of wireless providers, which use spectrum shared among users to provide service, a dedicated message path for the length of a user's particular transmission.
- (j) "Voice grade access" means functionality that enables a user of telecommunications service transmit voice communications, including signaling the network that the caller wishes to place a call, and to receive voice communications, including receiving a signal indicating there is an incoming call.
- 2) Each eligible telecommunications carrier shall make all essential telecommunications services available to all of its customers.
- 3) "Essential telecommunications services" means the service or functionalities listed in 47 CFE 54.101

PSC 164.04 Call Limitation

1) Call limitations obligations

- a. Except as provided in pars. b. and c., every local exchange service provider in the state shall offer call limitation capability for each of the following:
 - i. Long distance calls
 - ii. Pay-per-call service
 - iii. Collect toll calls
 - iv. Toll calls charged to a telephone credit card associated with the telephone number for which call limitation has been requested
 - v. Toll calls charged to a third telephone number for which call limitation has been requested.
- b. Federal-only eligible telecommunications carriers are not required to offer any call limitation capabilities to customers who are not low income and need only offer blocking of outgoing toll calls to customers who are low income.
- c. A local exchange service provider is not required to offer the blocking under par. (a) 1., 3., 4., or 5., to a customer that has service that does not include a fee for

such calls that is in addition to the per month or per billing cycle price of service.

- 2) Charges. A local exchange service provider may not impose a charge for the cost of blocking pay-per-call services the first time a customer requests such blocking.
 - 3) Emergency Service. A local exchange service provider may not impose a call limitation that prevents a customer from reaching the emergency service numbers appropriate for the customer's location.
 - 4) Public Notification and Education. An eligible telecommunications carrier shall make reasonable efforts to inform its customers of the availability of and, where charge-free, eligibility requirements for, call limitation services. An eligible telecommunications carrier shall also make reasonable efforts to instruct customers requesting the service in the use of the service.
- Hager Telecom Inc.'s Lifeline service offerings are listed in Section 4, Sheets 2 - 7, of its Local Service Tariff (applicable sheets attached).
 - The Local Service tariff is also on file with the Wisconsin Public Service Commission.
 - All Lifeline subscribers must meet the terms and condition of Federal Lifeline Eligibility Rules.

Hager Telecom Inc. adheres to all Federal Lifeline eligibility rules and regulations as well as Wisconsin's Administrative Code, Chapter PSC 160.

PSC 160.02 Definitions

- 6) "Low-income" means a household that meets one of the following criteria:
 - (a) Receives benefits from one or more of the following programs:
 1. Wisconsin works
 2. Medical assistance
 3. Supplemental security income
 4. Food stamps

5. The low income household energy assistance program
6. Unless the provider is a federal-only ETC, Wisconsin homestead tax credit
7. BadgerCare Plus programs consistent with the income limits in subd. 11.
8. SeniorCare 1 and 2a
9. The national school lunch program's free lunch program
10. Temporary assistance for needy families, other than Wisconsin works
11. As approved by the commission, other state or federally administered programs for households with income levels less than or equal to 200% of the poverty line as defined in 42 USC 9902.

PSC 160.06 Eligibility for low-income programs.

(1) LOW-INCOME ASSISTANCE ELIGIBILITY.

- (a) All ETCs shall verify an applicant's eligibility for low-income assistance programs by making timely queries of the applicable databases of the Wisconsin department of health services, the Wisconsin department of revenue, or other government agencies designated by the commission. An ETC shall verify an applicant's eligibility by finding the applicant to be any of the following:
 1. An active client of at least one of the programs listed in s. PSC 160.02 (21) (a).
 2. A member of the active client's household whose low income qualifies the client for benefits under at least one of the programs listed in s. PSC 160.02 (21) (a).
 3. At an income level that meets the conditions in s. PSC 160.02 (21) (b).
 4. At an income level that meets the conditions of any other federal low-income eligibility criteria.
- (b) Notwithstanding par. (a), an eligible telecommunications carrier shall verify an applicant as eligible for low-income assistance programs if the applicant qualifies for federal universal service fund support for eligible residents of tribal lands under 47 CFR 54.400 *et seq.*
- (c) if an eligible telecommunications carrier cannot verify an applicant's eligibility under par. (a) or (b), in addition to the households considered low-income under the definition in s. PSC 160.02 (21), the ETC shall consider a household that receives benefits from federal public housing assistance (section 8) to be low-income.

- (2) ELIGIBILITY REVERIFICATION. An eligible telecommunications carrier shall re-verify eligibility on at least an annual basis for all customers receiving lifeline assistance. The eligible telecommunications carrier shall first attempt to re-verify eligibility by making timely queries of the applicable databases of the Wisconsin department of health services, the Wisconsin department of revenue, or other government agencies designated by the commission.
- (3) ELIGIBILITY INQUIRY. Eligible telecommunications carriers other than federal-only ETCs shall inquire of each customer regarding eligibility of that customer for low-income programs on each order for initial or moved residential service and, orally or in writing, in the first contact with the customer during a year concerning disconnection or payment arrangements.
- (4) QUERY AUTHORIZATION.
 - (a) Customers shall complete and remit any reasonably required query authorization forms or forfeit eligibility.
 - (b) Eligible telecommunications carriers shall obtain whatever customer authorization is required by the Wisconsin department of health services, the Wisconsin department of revenue, or other government agencies for the database queries necessary for eligibility verification. The commission may revoke the eligible telecommunications carrier designation and order the forfeiture of reimbursements if it accesses a customer's database information without that customer's authorization. The commission may also refer the eligible telecommunications carrier to the Wisconsin department of justice or other state agency for appropriate action.
- (5) APPLICANT REQUIREMENTS. Notwithstanding any other provision of this section, an applicant is only eligible for low-income assistance programs under this chapter if the applicant provides all of the information required under state and federal law.

PSC 160.062 Lifeline program.

(1) DEFINITIONS. (a) For purposes of subs. (2) to (7), “eligible telecommunications carrier” or “ETC” means only full and low-income ETCs, and does not include federal-only ETCs.

(b) For purposes of this section, “line” means an access line, service to an activated wireless handset, or service to an internet connection used as a substitute for a traditional telecommunications connection.

(c) For purposes of this section, “lifeline monthly rate” means the lifeline base rate under sub. (2) minus the lifeline adjustment under sub. (2g) or 2r).

(1g) APPLICABILITY. An eligible telecommunications carrier may apply the lifeline adjustment under sub. (2g) to any residential service that includes voice service, including bundles of voice and data services, and bundles that include optional calling features such as caller identification, call waiting, voice mail and three-way calling.

(1r) ELIGIBILITY. (a) All eligible telecommunications carriers shall offer to all qualified low-income customers a lifeline adjustment to the customer's rate for either of the following:

1. Essential telecommunications service, whether stand-alone or as part of a service package.
2. Internet access, if the customer demonstrates that, because of his or her disability other than cognitive impairment, certified under s. PSC 160.071 (1), the customer requires internet access that is adequate to support service that is substitutable for and comparable to essential telecommunications service.

(b) An ETC taking an application for the lifeline program shall do the following:

1. Unless the ETC uses a state or federal duplication prevention database, ask the applicant if he or she is currently receiving a lifeline adjustment on any other line.
2. Require the applicant to certify that he or she is not currently receiving a lifeline adjustment on any other line or from any other provider.
3. Only offer and apply the lifeline adjustment on one line.
4. Ensure that any federal requirements about lifeline are met.

- (c) A customer may not request a lifeline adjustment on more than one line. An ETC shall not apply the lifeline adjustment unless the customer has certified under par. (b) that the customer is not receiving a lifeline adjustment on another line or from any other provider.
- (d) If an ETC becomes aware that a customer is receiving a lifeline adjustment on more than one line or from more than one provider, the ETC shall provide notice and take action under sub. to ensure that the customer receives a lifeline adjustment on only one line.

2) **LIFELINE BASE RATE.** The lifeline base rate is one of the following:

- a. For an eligible telecommunications carrier offering local service on a stand-alone basis, the sum of:
 - 1. The in-state charges and fees for stand-alone single-party residential service with touch-tone, including, as applicable, all of the following:
 - a. Police and fire protection fee.
 - b. State universal service fund assessment.
 - c. Remainder assessment.
 - d. Telecommunications utility trade practices assessment.
 - 2. Any 911 charges billed on the telephone bill.
 - 3. The federal subscriber line charge.
 - 4. The access recovery charge.
 - 5. The charge for 120 local calls, excluding extended community calling calls.
 - 6. Other charges as approved by the commission.
- b. \$25, if the eligible telecommunications carrier does not offer local service on a stand-alone basis, and only offers it as part of a service package.
- c. The commission may authorize a different lifeline base rate based on the particular facts and circumstances concerning an eligible telecommunications carrier's local service or internet access charges.

(2g) LIFELINE ADJUSTMENT. (a) Except as provided in par. (b) and sub. (2r):

- 1. If the lifeline base rate is \$25 or less, the lifeline adjustment shall be \$10.
- 2. If the lifeline base rate is greater than \$25, the lifeline adjustment shall be the lesser of the following:
 - a. The amount necessary to reduce the lifeline monthly rate to \$15.

b. The maximum reimbursement available under 47 CFR 54.403, plus \$9.25.

(b) If the ETC offers prepaid wireless service, the lifeline adjustment for that service shall be the greater of the following:

1. The number of minutes that, when calculated using the lowest per minute rate the ETC offers to its prepaid wireless customers, equals or exceeds the value of the adjustment under par. that would otherwise apply.
2. The number of minutes recognized by the federal communications commission as an acceptable compliance plan provision for that provider.

(c) The adjustment under par. (a) 1. shall be increased automatically if both of the following occur:

1. A federal communications commission order or a change in federal law causes an increase in a customer's lifeline base rate.
2. The state reimbursement amount after the increased lifeline adjustment is not greater than it was before the federal communications commission order or change in federal law.

(d) Notwithstanding subs. (2g) and (2r), the lifeline adjustment for partial months of service shall follow the policy set by the federal universal service administration corporation or its successors.

(2r) ADJUSTMENTS FOR RESIDENTS OF TRIBAL LANDS. (a) When a customer qualifies for federal universal service fund support for eligible residents of tribal lands under 47 CFR 54.400 *et seq.*:

1. If the lifeline base rate under sub. (2) is \$25 or less, the life- line adjustment shall be \$10, plus whatever federal universal service fund support the customer qualifies for as an eligible resident of tribal lands.
2. If the lifeline base rate under sub. (2) is greater than \$25, the lifeline adjustment shall be the amount necessary to reduce the lifeline monthly rate to the level at which the adjustment results in a state reimbursement amount that is equal to what it would be under sub. (2g) (a) 2., plus whatever federal universal service fund support the customer qualifies for as an eligible resident of tribal lands.

(b) The adjustment under par. (a) 1. shall be increased automatically if both of the following occur:

1. A federal communications commission order or a change in federal law causes an increase in a customer's lifeline base rate.
2. The state reimbursement amount after the increased adjustment is not greater than it was before the federal communications commission order or change in federal law.

(3) SHOWING THE ADJUSTMENT. (a) Except as provided in par. (b), the eligible telecommunications carrier shall show the lifeline adjustment either as an adjustment to the full tariffed or standard rate on a customer's bill or as a special rate designation. Whenever possible, the eligible telecommunications carrier shall begin showing the lifeline adjustment or rate on an eligible customer's bill on the next bill date following the date of application for life- line assistance. If the ETC does not apply the lifeline adjustment or rate on the next bill date, when the ETC does apply the credit it shall be applied back to the date of application.

(b) If an eligible telecommunications carrier offers prepaid service and does not render a bill for that service, if it maintains a statement of account or account balance for a prepaid service customer the provisions of par. (a) apply to the statement of account or account balance. If the ETC does not maintain a statement of account or account balance, the ETC shall include information about adjustments and applicability dates in its terms of service.

PSC 160.063 Outreach for low-income assistance programs. (1) Funding may be available to fund projects to increase participation of the eligible populations in the universal service fund low-income support programs.

(2) Funding from the universal service fund for projects under sub. (1) may not exceed \$250,000 in one year. Funding shall be limited to not more than 6 projects with at least one project focused statewide and one project focused on the Milwaukee area, if feasible.

(3) The commission may periodically review applications and grant funding, when funding is available, based on complete responses to a request for applications. An application may involve disbursement of support during multiple state fiscal years. All applications become public documents upon filing.

(3m) An application for funding under sub. (1) shall include all of the following:

- (a) A description of the proposed project.

- (b) The name and a description of any project partners and the role of each partner.
 - (c) A description of the proposed activities and an explanation of how those activities may increase participation of eligible populations in the universal service fund low-income support programs.
 - (d) A budget showing a breakdown of costs and how a grant under this section would be used.
 - (e) Any other information that the commission considers necessary.
- (4) The commission may authorize funding to conduct or contract for an evaluation of the effectiveness of this program in promoting enrollment in low-income programs and subscribership to telecommunications service. This evaluation shall be completed within 2 years of the date on which the commission grants the project funding. The cost of this evaluation shall not exceed \$25,000. This \$25,000 shall be included as part of the \$250,000 maximum total funding available under this section during the year in which the evaluation occurs.

PSC 160.08 Telecommunications customer assistance program. The commission may authorize individual telecommunications providers to establish telecommunications customer assistance programs that meet authorized goals and objectives for increasing or stabilizing subscription levels for non-optional, essential telecommunications service within its service territory or to address avoidance of disconnection or limitation of service to low-income households with payment problems. The customer assistance programs may allow a provider to not make available certain essential services, as defined in s. PSC 160.03 (2), in order to keep at least minimal telecommunications service to certain low-income households with payment problems. The commission shall determine on a case-by-case basis whether or not a telecommunications customer assistance program may receive universal service fund monies.

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

HAGER TELECOM, INC.

Name of Utility

Exchange	ALL
Section No.	4
Sheet No.	2
Amendment No.	613

EXCHANGE ACCESS SERVICES

EXCHANGE RATES

A. BASIC LOCAL EXCHANGE RATES FOR BAY CITY AND HAGER CITY

	<u>Code</u>	<u>Monthly</u>
1. Business Line, (One Party), each		\$ 31.65
2. Business Line, (Multi-line), each		41.65
3. PBX Trunk, each		57.00
4. Residence Line, each ¹		22.75

(I)

NOTE1: The monthly rate, including Federal and State taxes, are not applicable for the second exchange line when the second exchange line is requested by hearing-impaired Customers to use Two Line Voice Carryover as defined in the Wis. Admin. Code PSC 160.02(12).

Issued _____ Applicable to bills rendered on and after January 1, 2017

PSCW Authorization by order No. _____

Letter _____

REDACTED - FOR PUBLIC INSPECTION

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

HAGER TELECOM, INC.

Name of Utility

Exchange	ALL
Section No.	4
Sheet No.	2.1
Amendment No.	612

EXCHANGE ACCESS SERVICES

EXCHANGE RATES

B. TEACH ASSESSMENT RECOVERY (Wisconsin State USF Surcharge)

	<u>Code</u>	<u>Monthly</u>	
1. Business Line, (One Party), each		\$ 0.75	(I)
2. Business Line, (Multi-line), each		0.75	(I)
3. PBX Trunk, each		0.75	(I)
4. Residence Line, each		0.75	(I)

Issued _____ Applicable to bills rendered on and after _____ Dec 1, 2016

PSCW Authorization by order No. _____

Letter _____

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

HAGER TELECOM, INC.

2. Name of Utility

Exchange	<u>ALL</u>
Section No.	<u>4</u>
Sheet No.	<u>2.2</u>
Amendment No.	<u>605</u>

EXCHANGE ACCESS SERVICES

EXTENDED AREA SERVICE (EAS)

A. DESCRIPTION

Exchange Service, consisting of Network Access Lines and flat rate service, is provided within a defined Local Service Area. The Local Service Area for a Network Access Line(s) is the Exchange Area.

B. Extended Area Service (EAS) defines the Local Service Area within which Telecommunications Service Customers in two different Exchange Areas may call each other at the charges and/or rates for a local call.

C. Extended Area Service (EAS) exists between the following Exchanges:

<u>From Exchange</u>	<u>To Exchanges</u>
Hager City	Bay City, Ellsworth, Red Wing
Bay City	Hager City, Ellsworth, Red Wing

(T)
—
(T)

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Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN TELEPHONE RATE FILE

HAGER TELECOM, INC.

Name of Utility

Exchange	ALL
Section No.	4
Sheet No.	3
Amendment No.	54

EXCHANGE ACCESS SERVICES

LIFELINE SERVICE

A. DESCRIPTION

1. Lifeline Service is a residence service offering that provides a discounted monthly rate to customers who qualify for low income assistance programs as defined in s. PSC 160.02(8), Wis Adm. Code.
2. Lifeline Service provides a monthly discount to eligible residence customers that have a network access line (including Extended Area Service), touch-tone service, 911 Service (billed on the customer's telephone bill), and the End User Common Line Charge (EUCL). If the customer has measured service, 120 local calls are provided. Extended Community Calling (ECC) Service is not included in Lifeline Service.
3. Lifeline Service monthly rates for residence customers are established according to s. PSC 160.062(1), (2) and (3), Wis Adm. Code.

B. REGULATIONS

1. Lifeline Service is only available for residence customers with a single line network access line.
2. Lifeline Service is not available to customers who are dependents for federal income tax purposes as defined in 26 USC 152 (1986), unless the customer is more than 60 years old.
3. Lifeline Service customers must complete and remit any required query authorization forms requested by the Company or forfeit eligibility for Lifeline Service.

Issued _____ Applicable to bills rendered on and after _____ 12-1-98

PSCW Authorization by order No. _____

Letter _____ DEC 16 1998

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN TELEPHONE RATE FILE

HAGER TELECOM, INC.

Name of Utility

Exchange	ALL
Section No.	4
Sheet No.	4
Amendment No.	54

EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

4. Eligibility for Lifeline Service must be verified by the Company by finding the Social Security Number and name of the listed customer in active records of the Department of Workforce Development or the Wisconsin Department of Revenue.
5. Reconfirmation of Eligibility for Lifeline Service
 - a. Reconfirmation of eligibility for Lifeline Service will be done at least once each year.
 - b. If a customer cannot reconfirm eligibility for Lifeline Service, eligibility will continue until the next bill date following failure to meet the eligibility requirements.
 - c. When the Low Income Household Energy Assistance Program is one of the customer's qualifying low income assistance programs, the eligibility for Lifeline Service shall continue until the bill date in the next December following the close of the heating season. At that time, if eligibility cannot be re-verified by the Company Lifeline Service will be removed from the customers bill.
 - d. When the Wisconsin Homestead Tax Credit is one of the customer's qualifying low income assistance programs, the eligibility for Lifeline Service shall continue until the bill date in the next June following the end of the tax year. At that time, if eligibility cannot be re-verified by the Company Lifeline Service will be removed from the customers bill.

Issued _____ Applicable to bills rendered on and after 12-1-98

PSCW Authorization by order No. _____

Letter 101-5-148

REDACTED - FOR PUBLIC INSPECTION

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN TELEPHONE RATE FILE

HAGER TELECOM, INC.

Name of Utility

Exchange ALL

Section No. 4

Sheet No. 5

Amendment No. 6 4

EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. Reconfirmation of Eligibility for Lifeline Service (Cont'd)

- e. Eligibility confirmation through receipt of the Wisconsin Homestead Tax Credit will not become effective until the date set by the Commission upon its acknowledgment that an acceptable data base query process is in place.

- 6. Lifeline Service will appear as a credit or rate reduction on the customer's bill on the next bill date following the date the customer applied for Lifeline Service. When the customer's eligibility precedes the previous bill, credit will also be given on one month's prior bill.

(D)

(D)

Issued 12-14-01 Applicable to bills rendered on and after 1-1-02

PSCW Authorization by order No. _____

Letter JAN - 4 2002

REDACTED - FOR PUBLIC INSPECTION

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN TELEPHONE RATE FILE

HAGER TELECOM, INC.

Name of Utility

Exchange	ALL
Section No.	4
Sheet No.	6
Amendment No.	64

EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

7. A Lifeline Service customer cannot be disconnected for the non-payment of toll charges. (T)
8. If Call Blocking Service is available and the customer has elected Call Blocking Service, a Service Deposit cannot be collected to establish Lifeline Service. If Call Blocking Service is not available, the Company may require a Service Deposit to establish Lifeline Service. (T)

Issued 12-14-01 Applicable to bills rendered on and after 1-1-02

PSCW Authorization by order No. JAN - 4 2002
Letter

Form 10 Rate

PUBLIC SERVICE COMMISSION OF WISCONSIN TELEPHONE RATE FILE

HAGER TELECOM, INC.

Name of Utility

Exchange	ALL
Section No.	4
Sheet No.	7
Amendment No.	613

EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

C. RATES AND CHARGES

The applicable monthly rate for Lifeline Service is determined by the sum of the rates for the services specified in 1, following and applying a credit based on the sum of the credits as specified in 2, following.

1. Lifeline Service

Residence Network Access Line (including EAS) at the rate specified in this section of the Tariff.

Touch Tone Service at the rate specified in Section 5 of this Tariff.

911 Service (if billed on the Customer's telephone number).

End User Common Line (EUCL) Charge.

2. Lifeline Service Credits

End User Common Line (EUCL) Charge as specified in the NECA Tariff.

Federal Lifeline support credit as specified by the Federal Communications Commission (FCC) for Universal Service Support for Low-Income Consumers.

State Lifeline support credit as specified by the Public Service Commission of Wisconsin in Wis. Admin. Code PSC 160.062.

3. Lifeline Service Monthly Credit

The Lifeline Service monthly credit is as calculated and applied consistent with Wis. Admin. Code PSC 160.062.

(T)
(T)

Issued _____ Applicable to bills rendered on and after January 1, 2017

PSCW Authorization by order No. _____

Letter _____

REDACTED - FOR PUBLIC INSPECTION

SAC: 330889

State: WI

Hager Telecom Inc.

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

Hager Telecom Inc. hereby certifies that throughout 2016, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, and currently, it is taking reasonable steps to provide upon reasonable request actual speeds of at least 10 Mbps downstream/1 Mbps upstream broadband service at with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time.

REDACTED - FOR PUBLIC INSPECTION

SAC: 330889

State: WI

Hager Telecom Inc.

Form 481 Line No. 3026 - Rate of Return Financial Data

DOCUMENT DELETED IN ITS ENTIRETY